



# The Weekly Wrap Up

March 24, 2006

From Viola Miller, Tennessee's Commissioner for  
The Department of Children's Services



## DCS Committee on Multi-Cultural Affairs

The steps to cultural competence are a work in progress. Individuals learn and grasp information and acquire skills at various levels. As a result, awareness training, knowledge and interaction with people from diverse backgrounds will enrich and enhance an individual's cultural competence level. Just as cultural competence is a work in progress, so is a person's adaptability in becoming culturally competent.

To raise cultural awareness among staff, we are utilizing "A Winning Balance II". The training began in February 2006 and approximately 400 employees have completed the course thus far. Additional training sessions are being scheduled for employees as we move forward on the "path to excellence".

-- Vicki Burton

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## BECOME A PART OF THE SOLUTION

### BECOME A MENTOR

Sometimes newly hired case-managers feel lost because they don't know who to ask when questions arise... where to go for this and that, or what to do when they are unsure. Let's keep qualified and competent folks from heading to that door!

After all, where is it that you actually learn a job? That's right: On the job.

Why Should You Become A Mentor?

- \* DCS will have a better-prepared work force...because of *you*.
- \* The satisfaction of knowing that you have helped someone
- \* Build long and lasting friendships and personal bonds
- \* Add to your staff development by attending training/workshops on Mentoring
- \* Have fun and take advantage of the incentives and perks
- \* Work with other dedicated team members

For more information contact your Regional OJT Coach or

**Valerie Handy, M.S.**

Program Manager

TN Center for Child Welfare/DCS Training Division

(615) 253-0032

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## **E A P   FAQ's**

### **What Types of Problems Does EAP Handle?**

#### **A Mighty Wide Range**

These include problems related to:

Emotional | Family | Marital | Stress | Financial

Substance Abuse | Legal | Work Place | Elder Care

### **What Other Services are Available?**

- Consultation
- Referrals
- Noon-hour Seminars
- Orientation sessions for employees and supervisors

**Call 615-741-1925 or 1-800-253-9981 for more information about these services.**

### **Will the Counselor Keep My Problem Confidential?**

Yes. Absolutely. Confidentiality is a requirement and a guarantee we make to all employees. Without it, the EAP wouldn't work. Every counselor knows this rule.

No information goes anywhere without your request and written permission. Remember, too, that counselors are specially trained in EAP work. They handle delicate issues, and they have the knowledge and skills to assist you toward solving your problems.

### **When Can I Schedule an Appointment?**

Appointments are scheduled during the regular work day. Some evening times are available upon request. With approval, you may use work time to see an EA counselor. Over 500 counseling sites are available throughout the state.

## **What is an EAP counselor?**

An EAP counselor is someone educated, trained and experienced in helping employees and their eligible dependents solve their problems or referring them to professionals or organizations in the community who can. EAP counselors typically are experienced in dealing with problems in substance abuse, behavioral health, relationships, work place and numerous social, financial and legal situations that plague all of us at one time or another.

## **How Much Will the EAP Cost Me?**

**Nothing.** What's more, you are encouraged to use EAP services whenever you need help or information to best handle your job or family responsibilities. EAP services are offered at no cost to all full-time state and higher education employees and their eligible dependents, regardless of whether they participate in the State's Group Insurance Program. EAP counseling is available for problems that can be resolved in a short period of time. You may receive up to six sessions per problem episode. Referrals are made for problems requiring more time.

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